



EMPLOYEE SERVICES

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Frequently Asked Questions- APPLYING ONLINE

Where do I begin?

Everything starts at the City of Kent website, www.kentwa.gov. There you can click on the "Employment Opportunities" link to be directed to our open positions. You will need to create a user account before you apply for any of our open positions. If you already have an account with another agency that uses NEOGOV you can use your same username and password with us.

If you have to create a new account, you will need an e-mail address in order to create the account. You can establish a free e-mail address through AOL, gmail, hotmail, or yahoo. Remember to keep a record of your username and password once you have set up your account. You will need it in order to apply for future positions and/or to check the status of your application(s).

Can I get help with completing the online application?

We are committed to ensuring that this process is easy and user-friendly. In order to achieve this, we have the following resources available for you:

- Visit the "How to Apply" webpage (which can be found in the navigation bar of our "Employment Opportunities" webpage). There is highly detailed information there that will walk you through the application process in a step-by-step format.
- Live help from the Employee Services department during our office hours:

Monday thru Friday, 8:00 AM- 5:00 PM
400 W. Gowe St., Suite 400
Kent, WA 98032
(253) 856-5270

How do I find out what jobs are available?

A list of available positions can be viewed 24 hours a day, seven days a week, from any computer with internet access. Visit the City of Kent's website at www.kentwa.gov and click on "Employment Opportunities" to view our open positions.

What if I don't have a computer and/or access to the internet?

There are several ways that you can access our online application system (NEOGOV). There are two computers available in the Employee Services department, Monday thru Friday, 8:00 AM- 5:00 PM. Our office is located on the 4th floor of the Centennial Building (400 W. Gowe St.). Please be aware that there may be a waiting list and a time limit if customer demand is high. You may also use the public computers located at all King County public libraries as well as the local WorkSource locations.

What information will I be asked to provide?

You will be asked to provide personal information such as name, address, phone number, etc. You will also be asked to provide information about your education, employment history, certifications, and references. An e-mail address will also be required. You can streamline the application process by gathering this information before you begin the online process.

How do I get an e-mail address?

If you do not already have an e-mail address, free e-mail is available through a number of providers, such as AOL, g-mail, hotmail, yahoo etc.

What if I am interested in positions that are not currently listed as open for applications?

You can sign-up for automatic e-mail alerts by completing the information requested on our "Job Interest Card" link. You can select multiple categories for positions that interest you and when those position open you will get an e-mail that the position is open for applications. Job Interest Cards expire after 12 months so make sure that you renew your card if you want to continue receiving job alerts.

How do I check the status of my application?

When you login to your account you will see a link at the top of the page called "Application Status". This feature allows you to see which positions you have applied for and where you are currently in each recruitment process. Also, you can check your e-mail for status notices. In most cases, you will receive e-mail notifications that alert you to testing and/or further screening processes. There may be some instances when you are contacted by phone, but most correspondence will be via e-mail.

How do I save my application?

You must click "SAVE" to retain the information you have entered. If you close your browser prior to clicking "SAVE" you will lose any information that you had entered since the last time "SAVE" was clicked. The system allows you to come back and enter information in your profile multiple times but in order to keep what you have already entered, you must continuously save your work. You can return to your application at a later date and/or time by logging into your account with your Username and Password.

How and when can I update my application?

You can make changes to your application at any time **BEFORE IT IS SUBMITTED**. Once you have submitted your application for a particular position, you cannot go back and make changes to that submitted application. You can, however, make updates to your application profile before submitting it to other positions. You can also create multiple applications so that you have an application that is tailored for certain types of positions, i.e. public safety, clerical, etc.

What if I want to submit a resume or attach work samples?

You may either attach or cut and paste a resume into your application. You can use this same method to attach work samples, cover letters, copies of certifications, or any other application materials that are necessary to complete your application packet.

Please note that submitting a resume does NOT substitute for completing the application. Applications may be rejected if they are deemed incomplete.

What file formats are accepted as attachments?

While most file formats are accepted, PDF files are recommended as they are the easiest to open and view. Below is a comprehensive list of accepted file formats:

- ✓ Acrobat Portable Document Format (pdf)
- ✓ Internet Explorer (htm, html)
- ✓ Microsoft Excel Spreadsheet (xls, xlsx)
- ✓ Microsoft Word documentation (doc, docx)
- ✓ Notepad (txt)
- ✓ Rich Text Format file (rft)

Who has access to my application if I use the online application process?

All information is on a secure web server. Only select Employee Services (HR) employees are authorized to view applications and hiring personnel (hiring managers) are authorized to review specific job openings that affect their respective departments. The City of Kent does not share its database with other companies or municipalities.

Can I apply for more than one job at a time?

Yes! Once you have completed your online application, you can apply for multiple positions that are of interest to you and are open.

How do I print my application?

After you have submitted your application, you will see a link that says, "Click here for a printable version of the application you just submitted". Click on this link to print out your application.

I missed the closing date deadline, can I still apply?

Once a closing date has passed, we no longer accept applications for that position. If you miss the deadline, you cannot apply for a closed position and you will not be considered for that job. You are still encouraged to continue visiting our city's website to apply for new jobs as they become available. You may also want to consider filling out a "Job Interest Card" so that you will be automatically notified when positions that interest you open for applications.

Do I have to fill out an application?

Everyone who applies for a position is required to create an application, which includes certain information. There is certain information that is required on the application; this information is denoted with an asterisk (*). The more information you provide on your application, the easier it will be to effectively evaluate your skills, abilities, and qualifications to perform the duties of the position sought. **Incomplete applications may be rejected, so please be thorough.**

Can I apply for a position by sending my resume via e-mail?

The city does not accept paper applications. If you are interested in a current opening you **MUST** apply online.

Will I automatically be considered for other positions if I've previously submitted an application?

No, you must submit a separate application for **each and every** position that you are interested in.

What if I am not ready to fill out the application at this time?

Your application is not submitted until you click the "Accept" button, which is at step 4 of the application process, "Confirm Application". If at any time you do not want to complete your application, **save your work** and then logout.